

Non NIH Tickets - By Category and Organization

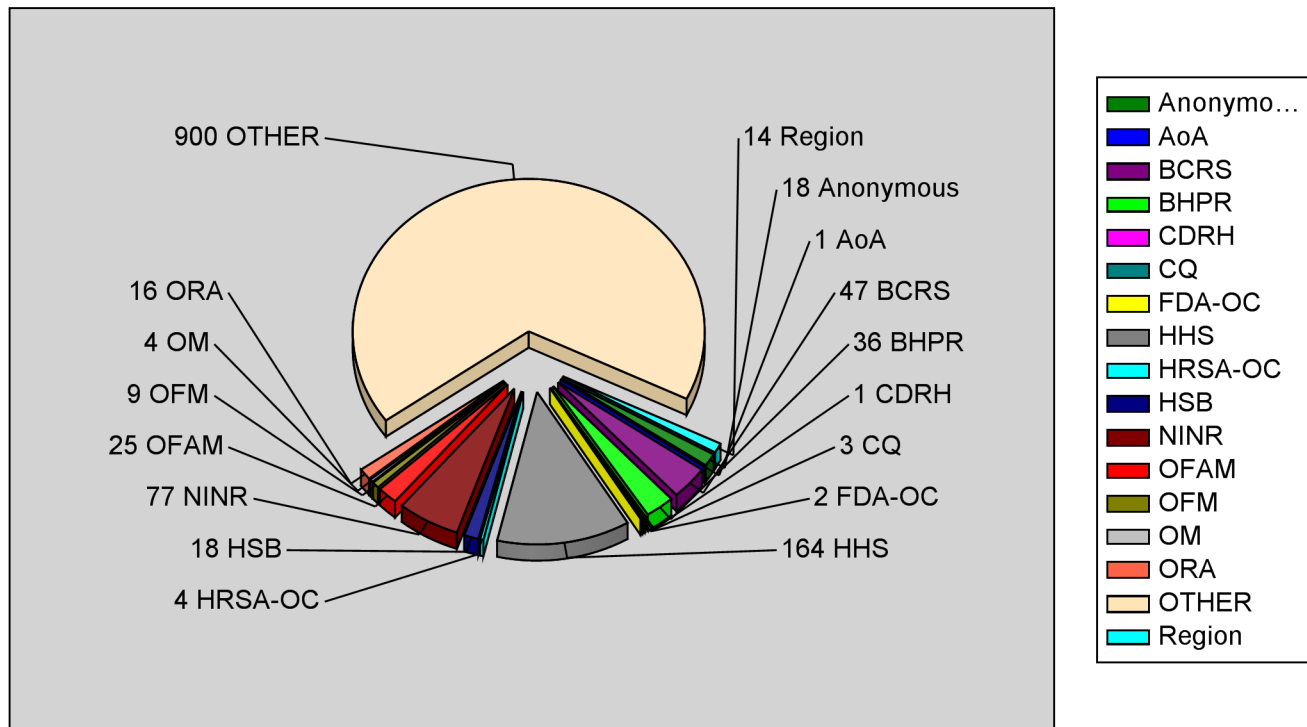


For the period: Thursday, October 01, 2009 12:00:00 AM to Saturday, October 31, 2009 11:59:59 PM

Snapshot Date: 11/1/2009 5:50:06 AM

Total Tickets: 1339

Tickets by Non NIH



Non NIH Tickets - By Category and Organization



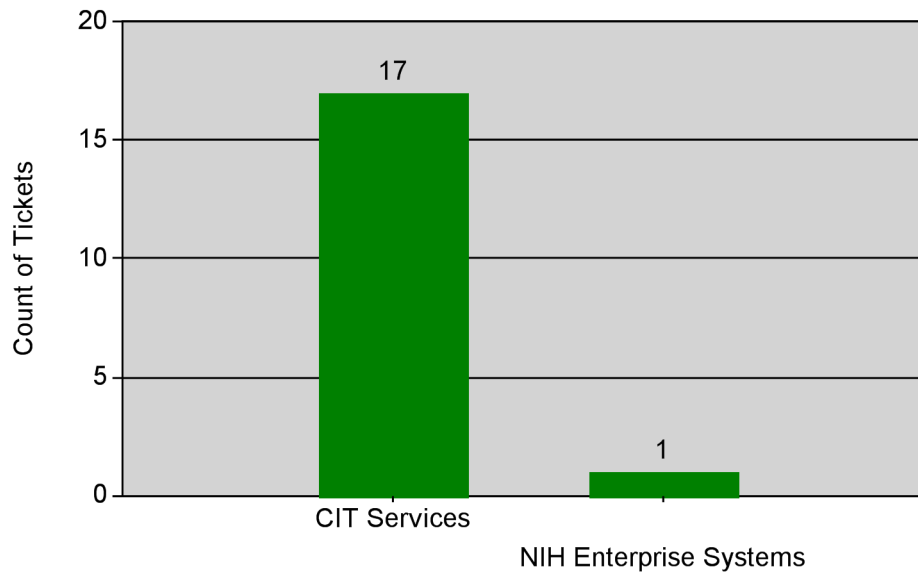
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Tickets By Category Summary

For Anonymous

Total tickets: 18



Anonymous	18
CIT Services	17
General Information	17
NIH Enterprise Systems	1
NED	1

Non NIH Tickets - By Category and Organization



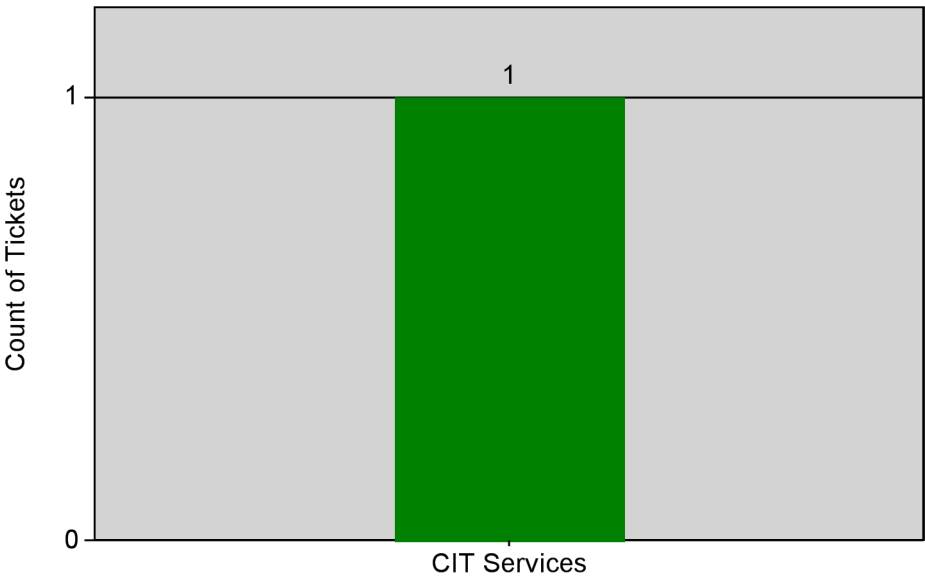
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Tickets By Category Summary

For AoA

Total tickets: 1



AoA	1
CIT Services	1
CIT Categories	1

Non NIH Tickets - By Category and Organization



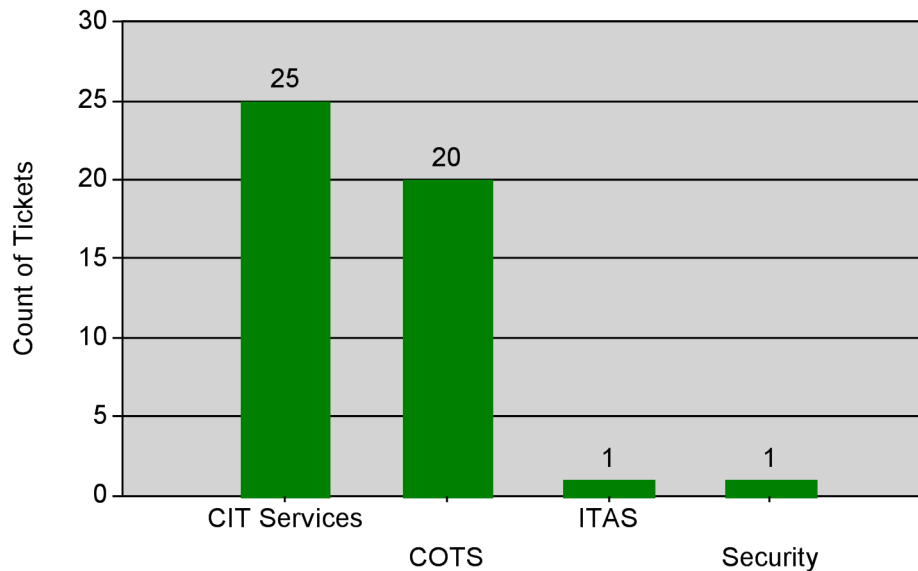
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Tickets By Category Summary

For BCRS

Total tickets: 47



BCRS	47
CIT Services	25
Accounts	14
Back Office Support	2
Email	4
General Information	2
NIHnet	1
Telecommunications	1
Training	1
COTS	20
Application Support	6
Hardware	14
ITAS	1
ITAS	1

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Snapshot Date: 11/1/2009 5:50:06 AM

Security	1
Anti Virus SW	1

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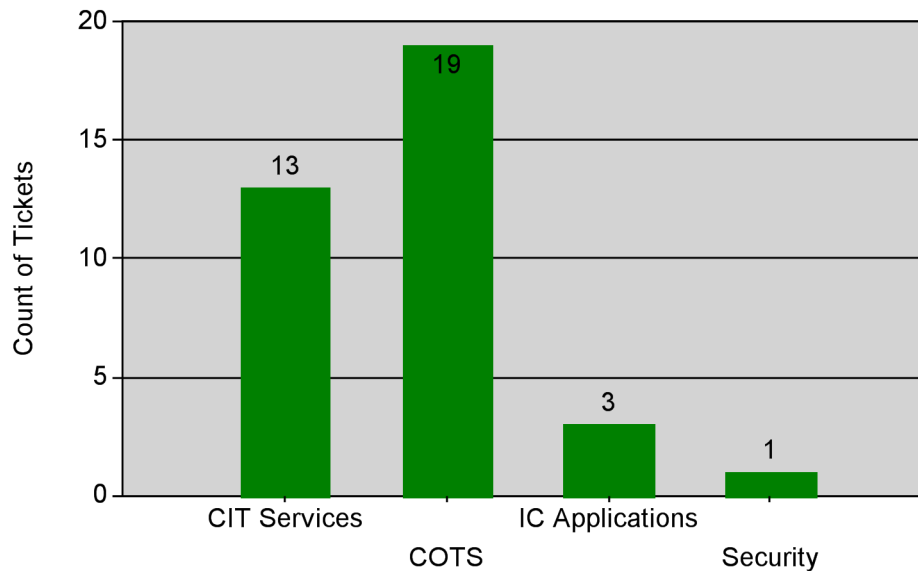
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Tickets By Category Summary

For BHPR

Total tickets: 36



BHPR	36
CIT Services	13
Accounts	4
Back Office Support	4
Email	2
General Information	1
Telecommunications	1
Wireless Services	1
COTS	19
Application Support	10
Hardware	9
IC Applications	3
Web Site Issue (non-CIT)	3
Security	1
Security	1

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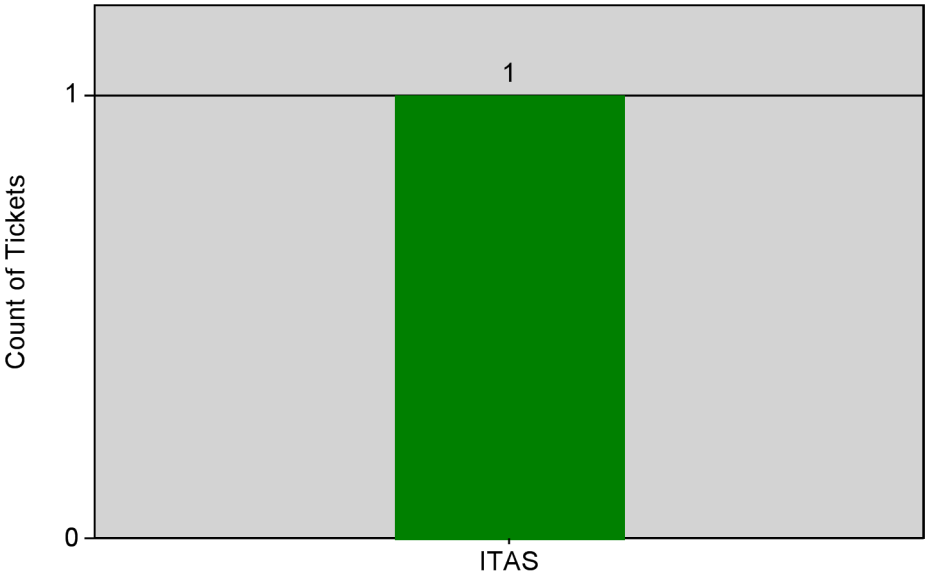
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Tickets By Category Summary

For CDRH

Total tickets: 1



CDRH	1
ITAS	1
ITAS	1

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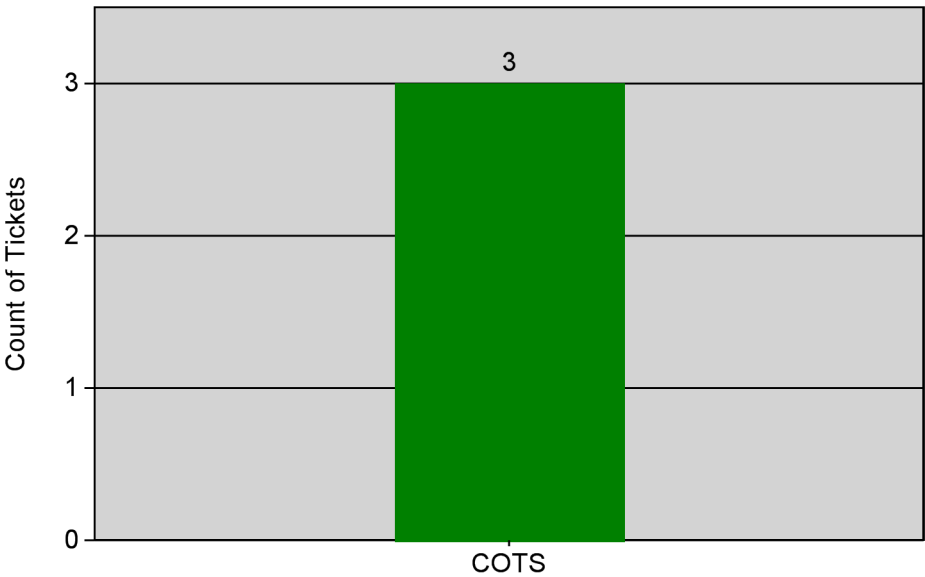
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Tickets By Category Summary

For CQ

Total tickets: 3



CQ	3
COTS	3
Application Support	3

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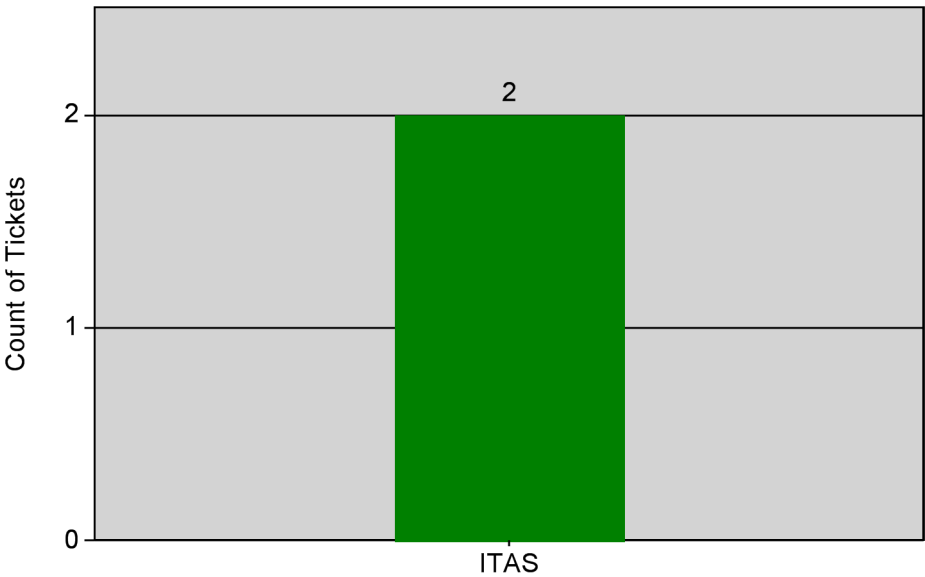


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Tickets By Category Summary
For FDA-OC

Total tickets: 2



FDA-OC	2
ITAS	2
ITAS	2

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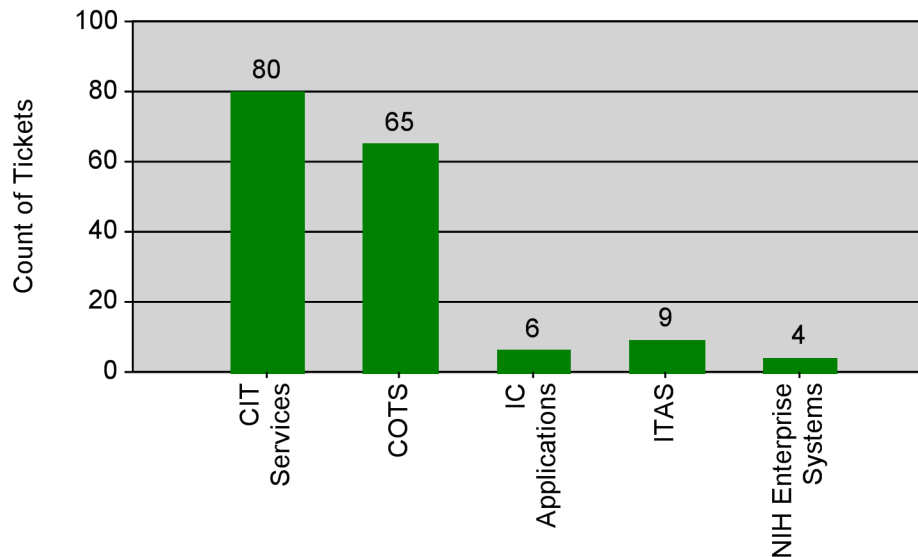
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Tickets By Category Summary

For HHS

Total tickets: 164



HHS	164
CIT Services	80
Accounts	39
Back Office Support	10
CIT Categories Remedy	1
Connectivity	4
Email	13
General Information	4
Helix Support	1
iSDP/Software Distribution	1
Telecommunications	2
Wireless Services	5
COTS	65
Application Support	34

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Hardware	31
IC Applications	6
CC Clinical Applications	1
Local LAN	2
Web Site Issue (non-CIT)	3
ITAS	9
ITAS	9
NIH Enterprise Systems	4
ADB	1
eRA-External	1
eRA-Grants Management	1
eRA-Infrastructure	1

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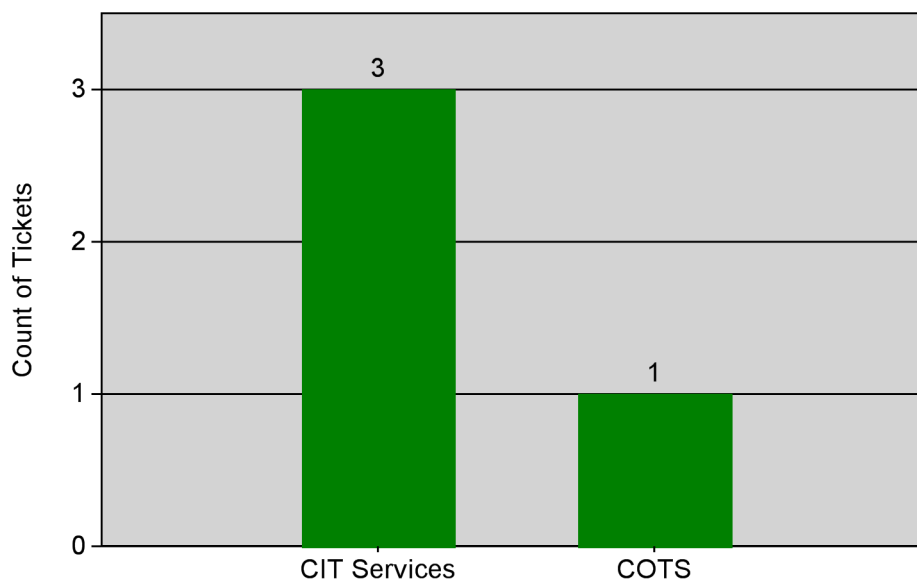
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Tickets By Category Summary

For HRSA-OC

Total tickets: 4



HRSA-OC	4
CIT Services	3
Accounts	2
Back Office Support	1
COTS	1
Application Support	1

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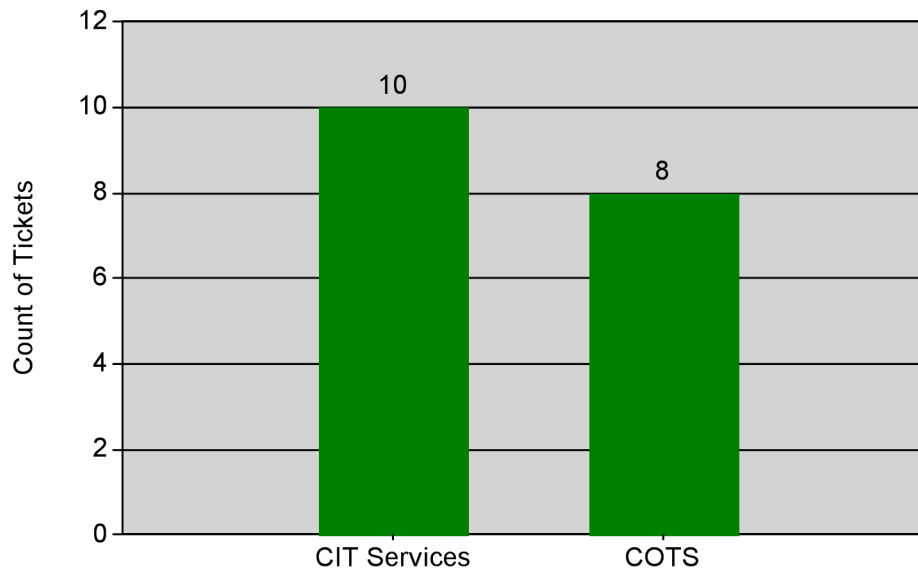
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Tickets By Category Summary

For HSB

Total tickets: 18



HSB	18
CIT Services	10
Accounts	4
Back Office Support	2
Email	2
General Information	2
COTS	8
Application Support	6
Hardware	2

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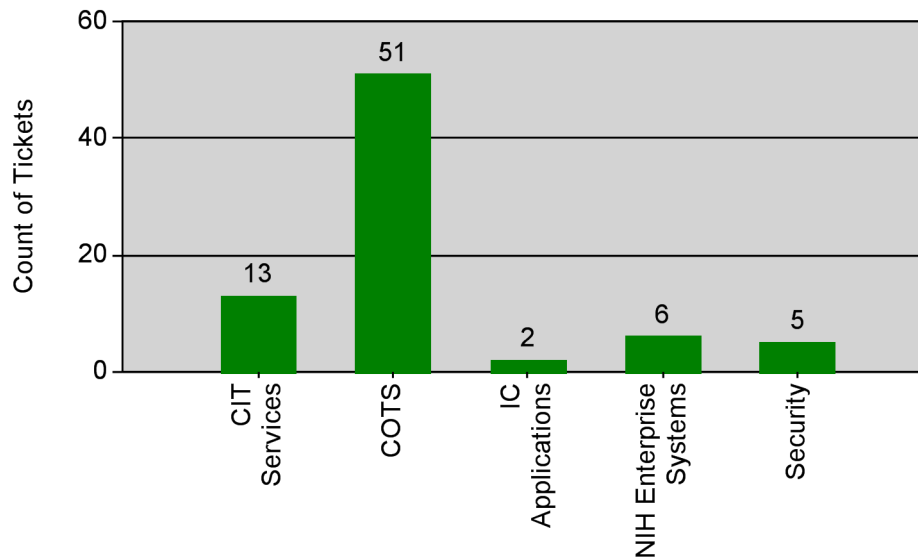
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Tickets By Category Summary

For NINR

Total tickets: 77



NINR	77
CIT Services	13
Accounts	7
Back Office Support	1
Connectivity	1
Email	1
General Information	3
COTS	51
Application Support	22
Hardware	29
IC Applications	2
Local LAN	2
NIH Enterprise Systems	6
eRA-Infrastructure	1

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NBS-User Call	2
NED	1
NIH Services	2
Security	5
Security	5

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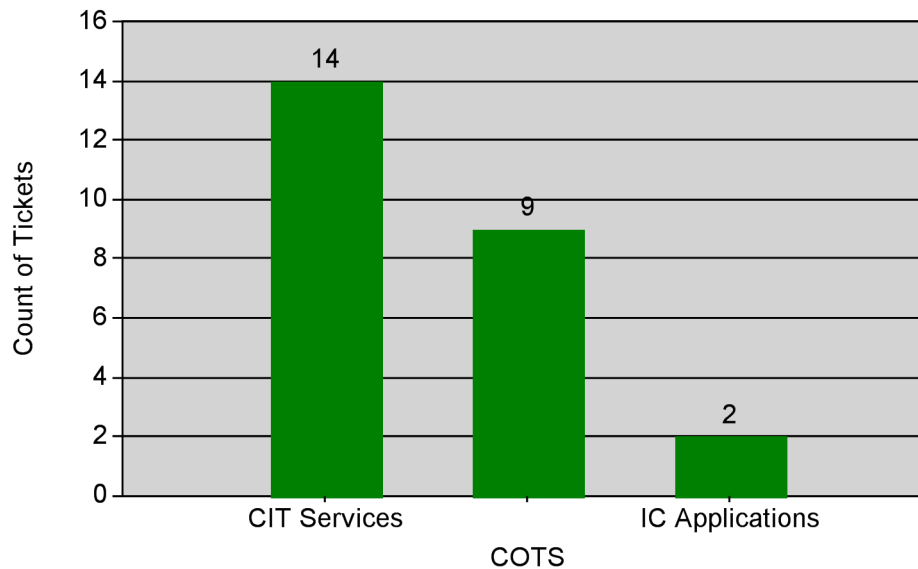
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Tickets By Category Summary

For OFAM

Total tickets: 25



OFAM	25
CIT Services	14
Accounts	7
Back Office Support	3
Email	4
COTS	9
Application Support	2
Hardware	7
IC Applications	2
Web Site Issue (non-CIT)	2

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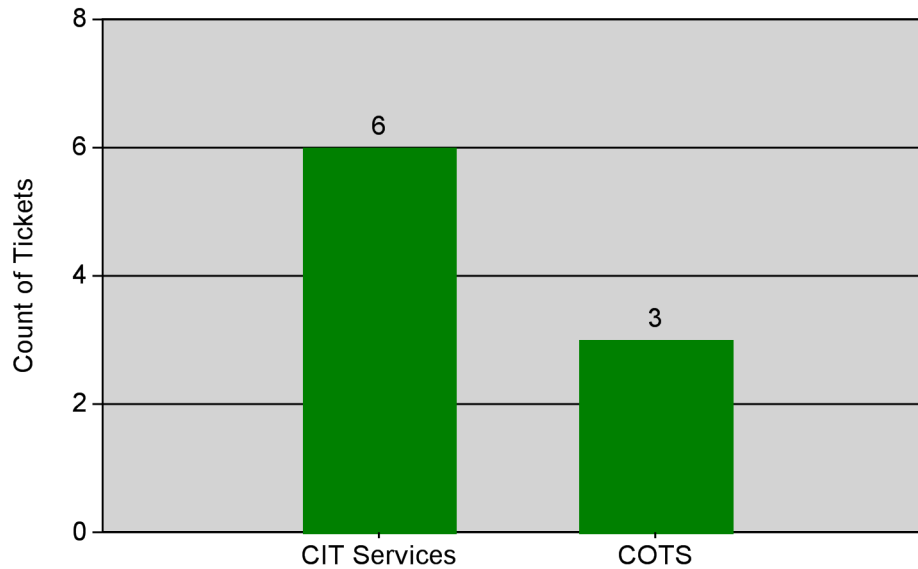
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Tickets By Category Summary

For OFM

Total tickets: 9



OFM	9
CIT Services	6
Accounts	3
Email	2
Wireless Services	1
COTS	3
Application Support	2
Hardware	1

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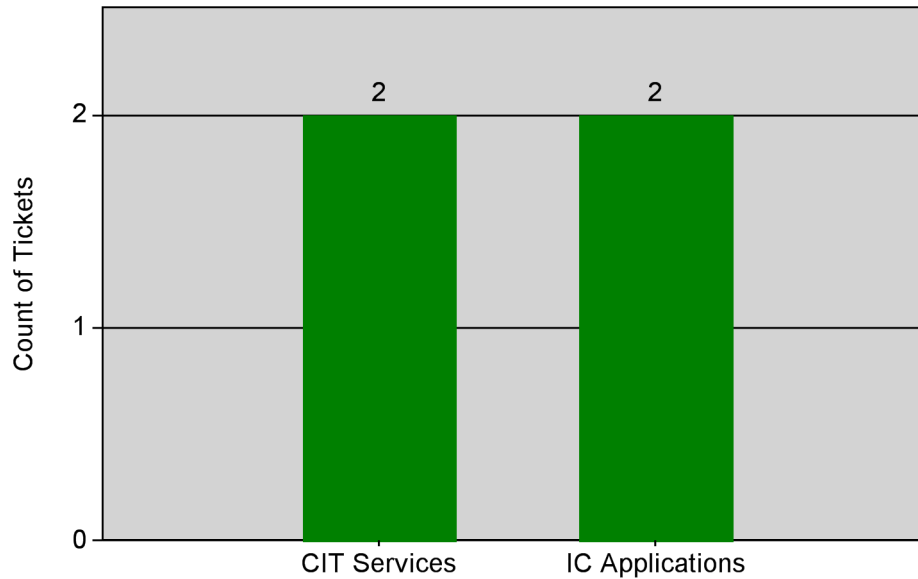
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Tickets By Category Summary

For OM

Total tickets: 4



OM	4
CIT Services	2
Accounts	1
Back Office Support	1
IC Applications	2
CC Technical Operations	2

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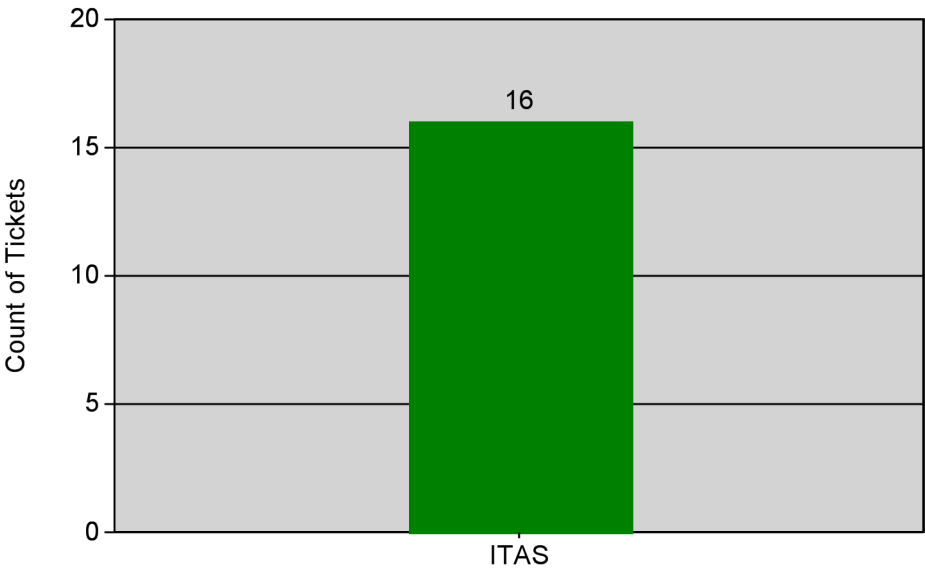


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Tickets By Category Summary
For ORA

Total tickets: 16



ORA	16
ITAS	16
ITAS	16

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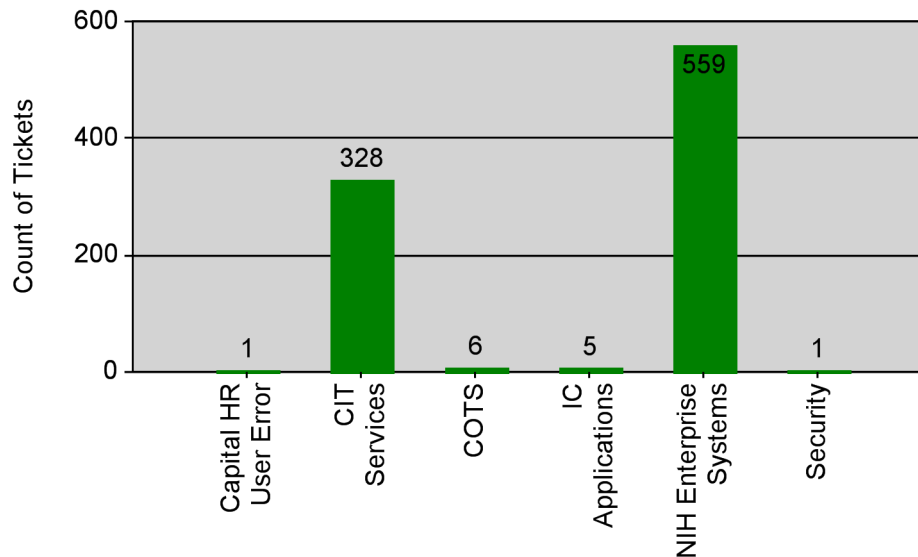
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Tickets By Category Summary

For OTHER

Total tickets: 900



OTHER	900
Capital HR User Error	1
Capital HR User Error	1
CIT Services	328
Accounts	62
Back Office Support	2
CIT Categories	194
Connectivity	2
Email	2
General Information	51
Helix Support	2
OS/390	3
Telecommunications	3
Training	3

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Video	3
Wireless Services	1
COTS	6
Application Support	5
Hardware	1
IC Applications	5
CC Clinical Applications	3
Web Site Issue (non-CIT)	2
NIH Enterprise Systems	559
ADB	1
eRA-COMMONS	305
eRA-External	211
eRA-Grants Management	13
eRA-IMPAC II	1
eRA-Infrastructure	1
eRA-Partnership Issues	3
eRA-Referral and Review	20
eRA-Reporting	1
eRA-Training	1
NBS-User Call	2
Security	1
Security	1

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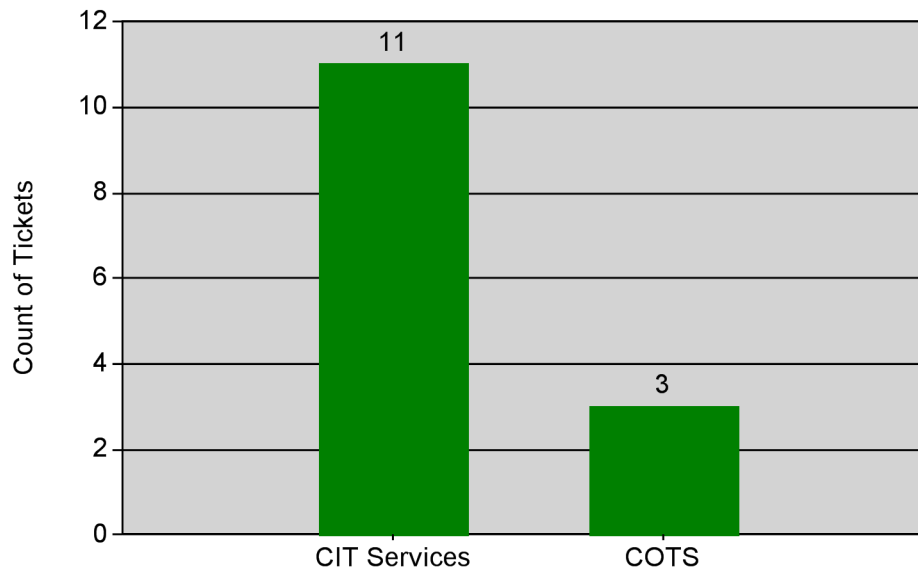
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Tickets By Category Summary

For Region

Total tickets: 14



Region	14
CIT Services	11
Accounts	5
Connectivity	1
Email	2
General Information	2
Training	1
COTS	3
Application Support	2
Hardware	1